

IDAHO COMMISSION ON AGING



STRATEGIC PLAN

For the Fiscal Years Ending June 30, 2017 – June 30, 2020

Submitted July 1, 2016

Signed:

A handwritten signature in blue ink that reads 'Sam Haws'. The signature is written in a cursive style and is positioned above a horizontal line.

Sam Haws, Administrator  
Idaho Commission on Aging

## **MISSION**

To provide the services and supports that improve the quality of life for seniors, vulnerable adults, and persons with disabilities, so they can live independent, meaningful, and dignified lives within the community of their choice.

## **KEY EXTERNAL FACTORS:**

- Legislation can impact State and Federal programs administered by the Idaho Commission on Aging.
- Additions or reductions in federal appropriations or program mandates are unpredictable and directly impact the activities and expenditure plans of the Commission.
- Expansion of the aging population increases the demand for aging services, which impacts the quantity and diversity of these services.
- Economic changes impact the affordability of independent living.

## **OPERATING PHILOSOPHY**

ICOA administers and ensures compliance of federally funded programs under the Older Americans Act (OAA) and state funded programs under the Idaho Senior Services Act (SSA). ICOA administers a statewide program of services that addresses the present and future needs of Idahoans, and coordinates opportunities for individuals to access private and public pay long-term care support services.

As the State Unit on Aging, ICOA plays the lead role in the development of the Idaho Aging and Disability Resource Center (ADRC) “No Wrong Door”. This No Wrong Door approach coordinates a network of community organizations that educates people about long-term care options and makes referrals among No Wrong Door agencies. Through the No Wrong Door network, individuals are able to access a reliable, consistent, credible list of resources and referrals that will help “plan for” or “assist in” making long term care choices that best meet their needs.

## **STRATEGIC PLAN: GOALS, OBJECTIVES, STRATEGIES, PERFORMANCE MEASURES AND BENCHMARKS**

ICOA’s Senior Services State Plan identifies Goals, Objectives and Strategies and sets the direction for senior services in Idaho. The six Area Agencies on Aging (AAAs) must base their local Area Plans on the ICOA State Plan, and identify local strategies to help meet those goals. In developing the performance measures and benchmarks for the Strategic Plan, ICOA used demographic data from the 2010-2015 American Community Survey and Idaho’s Vital Statistics along with client demographics from Social Assistance Management Software (SAMS). ICOA also used the 2016 Needs Assessment prepared by Idaho State University, the Caregiver Needs and Respite Capacity Report, ADRC Assessment, and the Senior Capacity Legal Assessment to address long-term care service needs. All financial program data was collected by ICOA’s fiscal officer.

## Focus Area A:

### Older Americans Act (OAA) Core Programs

#### Goal 1:

#### Establish Older Americans Act and Idaho Senior Services Act cost efficiencies

<u>Objective</u>	<u>Performance Measure</u>	<u>Benchmark</u>
1. Information and Assistance: Establish cost range per contact.	Cost per contact	First year establish standard. 80% of the AAAs are within the range.
2. Homemaker: Establish standard range of available service hours, so consumers would have access to the same level of service no matter where they are in the state.	Service hours	First year establish standard. 80% of the AAAs are within the range.
3. Respite: Establish standard range of available service hours, so consumers would have access to the same level of service no matter where they are in the state.	Service hours	First year establish standard. 80% of the AAAs are within the range.

#### Goal 2:

#### Broaden access to long-term care information

<u>Objective</u>	<u>Performance Measure</u>	<u>Benchmark</u>
1. Increase long-term care social media interactions to address long-term care and aging issues.	<ul style="list-style-type: none"> <li>Facebook "posts" (FY2016 thirty-one posts)</li> <li>Twitter "tweets" (FY2016 twenty-eight tweets)</li> <li>Calendar "events" (FY2016 twenty calendar posts)</li> </ul>	Increase by 5% over FY2016.

#### Goal 3:

#### Increase service delivery effectiveness

<u>Objective</u>	<u>Performance Measure</u>	<u>Benchmark</u>
1. Increase senior transportation usage in conjunction with local service providers, public agencies and, local government agencies.	Boardings (FY2016 total boardings 125,151)	Increase boardings by 5%.
2. Increase outreach activities targeting those consumers with the greatest economic need for available OAA and SSA services.	AAA Public Information Activities (FY2016 total activities 233)	Increase activities by 5%.
3. National Family Caregiver Support Program: Increase presentation to inform the public, organizations, and other agencies concerning	Presentations addressing caregiver needs, supports and services.	Provide at least 10 presentations per year.

caregiver resources, services and supports.		
4. ICOA reviews the Older Americans Act service delivery to ensure program compliance.	Review of AAA	Annual review.
5. Continue to maintain up-to-date operations manual based on changes in federal and state regulations and ICOA policies.	Update to Statewide operations manual	Annual update.

### Goal 4:

## Enhance Long-term care services and supports through coordination with discretionary programs.

<u>Objective</u>	<u>Performance Measure</u>	<u>Benchmark</u>
1. Senior Medicare Patrol: Provide education to inform the public, businesses, agencies and organizations about Medicare fraud.	Presentations and community events.	80 presentations and community events per AAA per year.
2. Research additional funding opportunities and develop grant application to identify long-term service needs and enhancements to the aging network.	Grants applications	Pursue at least one additional grant opportunity per year.
3. Work closely with Senior Community Service Employment Program (SCSEP) provider to meet U.S. Department of Labor annual goal for participants who enter employment after employment training.	USDOL's enter employment goal.	Meet or exceed goal.

### Goal 5:

## Develop a system where all older individuals has access to Elder Justice Services

<u>Objective</u>	<u>Performance Measure</u>	<u>Benchmark</u>
1. Ombudsman: Provide outside speakers to address relevant long-term care Ombudsman issues.	Speakers	At least two speakers annually.
2. Ombudsman: Continue to maintain up-to-date training manual based on changes in federal and state regulations and ICOA policies.	Training manual	Finalize in 2017 and updated annually.
3. Adult Protection: Finalize Adult Protection training manual to ensure service delivery is consistent across the state.	Training manual	Finalize in 2017 and updated annually.
4. Adult Protection: Finalize Education tool kit that addresses early recognition and prevention of abuse, neglect and exploitation.	Tool kit	Finalize in 2017 and updated annually.